

*Amendments to the Specification*

Fig. 2 shows the three-tier architecture for performing an asynchronous push to a web browser. Business process server 202 is the originator of an asynchronous message. In action [[3-1]] 2-1, business process server 202 causes web server 188, which includes standard off-the-shelf web server software such as Microsoft Internet Information Server (IIS) or Apache, to push the asynchronous message in action [[3-2]] 2-2, to Java applet 116. In action [[3-3]] 2-3, Java applet 116 controls a user interface presented by web browser client 104A. In one embodiment, Java applet 116 controls a toolbar that agents use to communicate via multiple communication channels of different media types.